

July 20, 2020

Kentucky Public Service Commission 211 Sower Blvd Frankfort, KY 40601

Re: First month utility performance of Bluegrass Water UOC (Center Ridge water)

Dear PSC staff,

In the month following the completion of the closing on the Center Ridge system on May 29, 2020, Bluegrass Water has implemented a utility asset management program, put in place qualified certified operations personnel, launched a multi-platform billing and customer service program, and in general made an effort to increase water service reliability and customer service provided to each service area now served by our company.

During the first month, Bluegrass Water had 4 service interruptions, but received no other customer complaints regarding customer service to Center Ridge:

These 4 service interruptions were the result of water main leaks found in Districts 2 and 4. In each case, boil advisory notices were distributed to affected customers and each customer was notified when the boil advisories were lifted. Please see example attachments of advisory notices and lift notices.

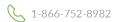
Bluegrass Water's customer service group received 109 calls in the last month. The average wait time for a caller was 50 seconds and the average time to handle a call was 4 minutes and 47 seconds. Only 5 of the 109 calls abandoned their call during the wait period.

Bluegrass Water is pleased to serve its customers with excellent customer service and Bluegrass Water is working to improve system operations over the coming months via on-going investments and professionalized operations with a plan to bring all the systems into full compliance with DOW. Please do not hesitate to contact Bluegrass Water with any questions regarding this report.

Sincerely,
/s/ Mike Duncan
Mike Duncan
Assistant Vice President

Attachments: Center Ridge Testing Results, Center Ridge Work Orders, Boil Advisory Notice Example, Boil Advisory Lift Example







BG - Center Ridge Water District #1 - KY0180549 **Testing Documentation** Test Period Start Date | Test Period End Date | Sample Date Date Received Result Test Type Limit Compliance Notes Bac-t test Average Daily Flow Total Monthly Flow Bac-t test 1/1/2020 1/31/2020 1/22/2020 Absent Detection for Bacteria Yes RT 6 BOX 242 Bac-t test 2/1/2020 2/29/2020 2/19/2020 Absent Detection for Bacteria 3/1/2020 3/31/2020 3/25/2020 RT 6 BOX 265 Bac-t test Absent Detection for Bacteria Yes Bac-t test 4/1/2020 4/30/2020 4/29/2020 Absent Detection for Bacteria RT 6 BOX 261 Yes RT 6 BOX 266A Purchased 05/29/20 Bac-t test 5/1/2020 5/31/2020 5/20/2020 Absent Detection for Bacteria 6/1/2020 6/30/2020 6/30/2020 Absent Bac-t test Detection for Bacteria Yes Bac-t test 7/1/2020 7/31/2020 Detection for Bacteria Bac-t test 8/1/2020 8/31/2020 Detection for Bacteria Bac-t test 9/1/2020 9/30/2020 Detection for Bacteria Bac-t test 10/1/2020 10/31/2020 Detection for Bacteria Bac-t test 11/1/2020 11/30/2020 Detection for Bacteria Bac-t test 12/1/2020 12/31/2020 Detection for Bacteria Bac-t test 1/1/2021 1/31/2021 Detection for Bacteria Bac-t test 2/1/2021 2/28/2021 Detection for Bacteria Bac-t test 3/1/2021 3/31/2021 Detection for Bacteria Bac-t test 4/1/2021 4/30/2021 Detection for Bacteria Bac-t test 5/1/2021 5/31/2021 Detection for Bacteria Bac-t test 6/1/2021 6/30/2021 Detection for Bacteria Bac-t test 7/1/2021 7/31/2021 Detection for Bacteria Bac-t test 8/1/2021 8/31/2021 Detection for Bacteria Bac-t test 9/1/2021 9/30/2021 Detection for Bacteria 10/31/2021 Bac-t test 10/1/2021 Detection for Bacteria Bac-t test 11/1/2021 11/30/2021 Detection for Bacteria Bac-t test 12/1/2021 12/31/2021 Detection for Bacteria

BG - Center Ridge Water District #2 - KY0180509 **Testing Documentation** Test Period Start Date | Test Period End Date | Sample Date Date Received Result Test Type Compliance Notes Bac-t test Average Daily Flow Total Monthly Flow Bac-t test 1/1/2020 1/31/2020 1/22/2020 Absent Detection for Bacteria 283 LAKEPOINT LN. Yes Bac-t test 2/1/2020 2/29/2020 2/19/2020 Absent Detection for Bacteria 81 LAKESHORE DR 3/1/2020 3/31/2020 3/25/2020 38 FAWNWOOD DR Bac-t test Absent Yes Detection for Bacteria Bac-t test 4/1/2020 4/30/2020 4/29/2020 Absent Detection for Bacteria 216 LAKEPOINT LN. Yes 6632 DUNBAR RD. Purchased 05/29/20 Bac-t test 5/1/2020 5/31/2020 5/20/2020 Absent Detection for Bacteria 6/1/2020 6/30/2020 6/26/2020 Sampled for boil order Bac-t test Absent Detection for Bacteria Yes Bac-t test 6/1/2020 6/30/2020 6/30/2020 Absent Detection for Bacteria Yes Bac-t test 7/1/2020 7/31/2020 Detection for Bacteria 8/1/2020 8/31/2020 Bac-t test Detection for Bacteria Bac-t test 9/1/2020 9/30/2020 Detection for Bacteria Bac-t test 10/1/2020 10/31/2020 Detection for Bacteria Bac-t test 11/1/2020 11/30/2020 Detection for Bacteria Bac-t test 12/1/2020 12/31/2020 Detection for Bacteria Bac-t test 1/1/2021 1/31/2021 Detection for Bacteria 2/1/2021 2/28/2021 Detection for Bacteria Bac-t test 3/1/2021 3/31/2021 Detection for Bacteria Bac-t test 4/1/2021 4/30/2021 Detection for Bacteria Bac-t test 5/1/2021 5/31/2021 Detection for Bacteria Bac-t test 6/1/2021 6/30/2021 Detection for Bacteria Bac-t test 7/1/2021 7/31/2021 Detection for Bacteria Bac-t test 8/1/2021 8/31/2021 Detection for Bacteria Bac-t test 9/1/2021 9/30/2021 Detection for Bacteria Bac-t test 10/1/2021 10/31/2021 Detection for Bacteria Bac-t test 11/1/2021 11/30/2021 Detection for Bacteria 12/1/2021 12/31/2021 Bac-t test Detection for Bacteria

BG - Center Ridge Water District #3 - KY0180502 **Testing Documentation** Test Period Start Date | Test Period End Date | Sample Date Date Received Result Test Type Limit Compliance Notes Bac-t test Average Daily Flow Total Monthly Flow Bac-t test 1/1/2020 1/31/2020 1/22/2020 Absent Detection for Bacteria Yes Bac-t test 2/1/2020 2/29/2020 2/19/2020 Absent Detection for Bacteria GEN DEL (21 LAKESHORE) 3/31/2020 3/25/2020 HCR 117 (23 LAKESHORE) 3/1/2020 Absent Detection for Bacteria Bac-t test Yes Bac-t test 4/1/2020 4/30/2020 4/29/2020 Absent Detection for Bacteria 13 KENIANA DR Yes HCR 119 (20 KENIANA DR) Purchased 5/1/2020 5/31/2020 5/20/2020 05/29/20 Detection for Bacteria Bac-t test Absent Bac-t test 6/1/2020 6/30/2020 6/30/2020 Absent Detection for Bacteria Yes Bac-t test 7/1/2020 7/31/2020 Detection for Bacteria Bac-t test 8/1/2020 8/31/2020 Detection for Bacteria Bac-t test 9/1/2020 9/30/2020 Detection for Bacteria Bac-t test 10/1/2020 10/31/2020 Detection for Bacteria Bac-t test 11/1/2020 11/30/2020 Detection for Bacteria Bac-t test 12/1/2020 12/31/2020 Detection for Bacteria Bac-t test 1/1/2021 1/31/2021 Detection for Bacteria 2/1/2021 2/28/2021 Detection for Bacteria Bac-t test 3/1/2021 3/31/2021 Detection for Bacteria Bac-t test 4/1/2021 4/30/2021 Detection for Bacteria Bac-t test 5/1/2021 5/31/2021 Detection for Bacteria Bac-t test 6/1/2021 6/30/2021 Detection for Bacteria Bac-t test 7/1/2021 7/31/2021 Detection for Bacteria Bac-t test 8/1/2021 8/31/2021 Detection for Bacteria Bac-t test 9/1/2021 9/30/2021 Detection for Bacteria Bac-t test 10/1/2021 10/31/2021 Detection for Bacteria Bac-t test 11/1/2021 11/30/2021 Detection for Bacteria 12/1/2021 12/31/2021 Bac-t test Detection for Bacteria

BG - Center Ridge Water District #4 - KY0183106 **Testing Documentation** Test Period Start Date | Test Period End Date | Sample Date Date Received Result Test Type Limit Compliance Notes Bac-t test Average Daily Flow Total Monthly Flow Bac-t test 1/1/2020 1/31/2020 1/22/2020 Absent Detection for Bacteria 327 WINDSONG CIR Yes Bac-t test 2/1/2020 2/29/2020 2/19/2020 Absent Detection for Bacteria 211 WOODED ACRES LN 3/1/2020 3/31/2020 3/25/2020 363 WOODSONG CIR Bac-t test Absent Detection for Bacteria Yes Bac-t test 4/1/2020 4/30/2020 4/29/2020 Absent Detection for Bacteria 26 HOLLY HOCK DR Yes 409 WINDSONG CIR Purchased 05/29/20 Bac-t test 5/1/2020 5/31/2020 5/20/2020 Absent Detection for Bacteria Bac-t test 6/1/2020 6/30/2020 6/30/2020 Absent Detection for Bacteria Yes Bac-t test 7/1/2020 7/31/2020 Detection for Bacteria Bac-t test 8/1/2020 8/31/2020 Detection for Bacteria Bac-t test 9/1/2020 9/30/2020 Detection for Bacteria Bac-t test 10/1/2020 10/31/2020 Detection for Bacteria Bac-t test 11/1/2020 11/30/2020 Detection for Bacteria Bac-t test 12/1/2020 12/31/2020 Detection for Bacteria Bac-t test 1/1/2021 1/31/2021 Detection for Bacteria Bac-t test 2/1/2021 2/28/2021 Detection for Bacteria Bac-t test 3/1/2021 3/31/2021 Detection for Bacteria Bac-t test 4/1/2021 4/30/2021 Detection for Bacteria Bac-t test 5/1/2021 5/31/2021 Detection for Bacteria Bac-t test 6/1/2021 6/30/2021 Detection for Bacteria Bac-t test 7/1/2021 7/31/2021 Detection for Bacteria Bac-t test 8/1/2021 8/31/2021 Detection for Bacteria Bac-t test 9/1/2021 9/30/2021 Detection for Bacteria Bac-t test 10/1/2021 10/31/2021 Detection for Bacteria Bac-t test 11/1/2021 11/30/2021 Detection for Bacteria Bac-t test 12/1/2021 12/31/2021 Detection for Bacteria

		Work Flow		Work Order	Work Order	Work Order	
AssetDescription	StartDate	Title	Work Order Description	Priority	Status	Туре	Date Created
	6/23/2020	CS - Request for New Service	Lot #120 on Wooded Acres Lane in Center Ridge has been purchased and the customer is going to build a house. Please confirm that 1) Bluegrass Water services this address and 2) that the water main runs to this property and no extension or road bore is needed. Also, determine what other houses are on this street. This customer tells us someone lives at 190 Wooded Acres Ln, but we do not list that property in the database. The only address on that road that we list is 221 wooded acres.	Major	Open		6/23/2020 3:23:59 PM
			s of 220 Hollytree Dr (Bluegrass/Center Ridge 4) called to report that he has no water to his home. Stated that others in the area are also without. His number 462 HOLLY TREE DRIVE NO WATER				
Water System							
Customer Service			56 WATERLILY LANE (42071)				
	6/29/2020		IRRATE CUSTOMER: STATED THIS IS THE 3RD TIME				
	8:45:00 AM		WAKING UP TO HAVING NO WATER.(Emergency	Open	PM	6/29/2020 8:44
Well Head - BG - CR -		Corrective	Mall accept and in decree Consent to accept the consent the consen	F	0		6/29/2020
Water District 4	12:25:00 PM	Work Order	Well number 4 is down. Several homes without water.	Emergency	Open	Repair	12:23:54 PM

		Work Flow		Work Order	Work Order	Work Order	
AssetDescription	StartDate	Title	Work Order Description	Priority	Status	Туре	Date Created
Water System Customer Service Call - BG - CR -	6/30/2020		of 157 Daybreak Lane (Bluegrass/Center Ridge 1) contacted us about two broken water main covers that happened a while ago and were never repaired. One was was damaged by a construction company doing some work for him and is located at his address. The other was damaged by a company trimming trees around power lines and is located at the intersection of Hwy 732 and Daybreak Ln. His phone is		Status	Турс	6/30/2020
Water District 1	2:00:00 PM	Work Order	The second of th	Minor	Open	PM	1:57:31 PM
Water System Customer Service Call - BG - CR - Water District 1	7/1/2020 9:30:00 AM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-1 Premise # : 242 Whisper Dr. Please confirm water is on and get a meter reading at this address by 7/2	Minor	Open	PM	7/1/2020 9:25:43 AM
Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP	6/18/2020 2:45:00 PM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-3 Premise #: 847 Ridge Rd. Please confirm water is on and get a meter reading at this address by 6/19	Minor	Open	PM	6/18/2020 2:45:43 PM
Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP	6/18/2020 3:00:00 PM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-3 Premise # : 258 Waterway Trl. Please confirm water is on and get a meter reading at this address by 6/19	Minor	Open	PM	6/18/2020 2:50:21 PM
Water System Customer Service Call - BG - CR - Water District 3	6/25/2020 11:15:00 AM	CS - Corrective Work Order	works with McKenzie Tree Service, he ran over a main and water is leaking near 331 Marguerite Blvd (Center Ridge 3/Bluegrass).	Emergency	Open	PM	6/25/2020 11:16:12 AM
Water System Customer Service Call - BG - CR - Water District 3	6/25/2020 1:00:00 PM	CS - Corrective Work Order	of 845 Waterway Trl (Center Ridge 3/Bluegrass) called to report that he and his neighbor are without water. I am assuming this is a result of the service truck that ran over and broke the main this morning.		Open	PM	6/25/2020 1:13:02 PM

)		Work	Work	Work	
AssetDescription	StartDate	Work Flow Title	Work Order Description	Order Priority	Order Status	Order Type	Date Created
Assetbescription	StartDate	Title	Work Order Description	riionity	Status	Турс	Date Created
Water System			376 Fawnwood Dr (center ridge/ district				
Customer Service			2) No water service. Confirmed valve is on, has been a				
Call - BG - CR -	6/16/2020	CS - Corrective	problem for over a week. Water is on, then it's off.				6/16/2020
Water District 2	3:30:00 PM	Work Order	Currently no service for over 2 days.	Emergency	Open	PM	3:40:05 PM
Water System		CS-Water					
Customer Service		Account	Center Ridge-2 Premise # : 619 Lakeshore Dr. Please				
Call - BG - CR -	7/17/2020	Reads/On/Off	confirm water is on and get a meter reading at this				6/26/2020
Water District 2	11:30:00 AM	/Rereads	address on 7/17	Minor	Open	PM	11:25:51 AM
Water System		CS-Water					
Customer Service		Account					
Call - BG - CR -	7/1/2020	Reads/On/Off	Center Ridge-2 Premise # : 43 Barnicle. Please confirm				6/26/2020
Water District 2	12:15:00 PM	/Rereads	water is on and get a meter reading at this address on 7/1	Minor	Open	PM	12:06:31 PM
Water System		CS-Water					
Customer Service		Account					
Call - BG - CR -	7/2/2020	Reads/On/Off	372 Windsong Circle - Murray , KY 42071				7/2/2020
Water District 2	9:15:00 AM	/Rereads	Please turn on water TODAY. Please get a meter reading.	Minor	Open	PM	9:09:25 AM

PRECAUTIONARY

BOIL WATER ADVISORY IN EFFECT

for CENTER RIDGE District 4

Today, June 29, 2020, due to an emergency replacement of a well motor, Center Ridge District 4 (near Aurora, KY) will be on a boil water advisory. Streets affected are: Cedarhaven, Creekview, Deercrest, Greywolf, Hollyhock, Hollytree, Kinglett, Landmark, Onyx, Stargrass, Water Lilly, Waterleaf, Windsong and Wooded Acre.

The boil water advisory takes effect on Monday, June 29, 2020 at 12:00 pm and will remain in effect until water sample results indicate that no contamination is present.

We hope to have this resolved soon and we will make every effort to keep you informed. We are posting signs in the subdivision, updating our website and putting door hangers on doors of affected consumers. We will make every effort to keep you updated on the boil advisory and will be posting notices on our website and facebook page at regular intervals. Please visit our website at: https://www.bluegrasswateruoc.com and pull down the tab in the middle of the page for 'Current Advisories' or visit us on Face Book at: https://www.facebook.com/BluegrassWaterUOC/.

Please notify your neighbors and anyone who may be at risk. Customers with infants, elderly, or immuno-compromised individuals in the household should seek advice about drinking water from their health care providers.

To receive future boil advisory notifications, please send your email address along with your service address to: support@bluegrasswateruoc.com

When water pressure is low, conditions exist which could allow contamination to enter the distribution system or household plumbing. When large areas of a system are involved the probability that contamination has occurred is high.

GENERAL BOIL WATER INFORMATION

Anyone served by the affected public water system should observe the following precautions:

- Boil water vigorously for three minutes (rolling boil) prior to use for cooking or drinking.
- Disinfect food contact surfaces (dishes) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
- Dispose of ice cubes and remake with water that has been boiled
- Continue boiling all water that is to be used for cooking or drinking until the cause of the contamination has been found and corrected.
- Water used for bathing does not need to be boiled.
- LET WATER COOL SUFFICIENTLY BEFORE DRINKING (approximately 110 degrees F)

Bluegrass Utility Operating Company

LIFT OF PRECAUTIONARY BOIL WATER ADVISORY

for CENTER RIDGE District 4

The following areas are no longer under a Boil Water Advisory: Center Ridge District 4 Streets affected are: Cedarhaven, Creekview, Deercrest, Greywolf, Hollyhock, Hollytree, Kinglett, Landmark, Onyx, Stargrass, Water Lilly, Waterleaf, Windsong and Wooded Acre.

The boil water advisory took effect on Monday, June 29, 2020 at 12:00 pm .Water sample results indicate that no contamination is present, and the advisory is lifted as of 4:30 pm today, July 1, 2020.

Please visit our website at: https://www.bluegrasswateruoc.com and pull down the tab in the middle of the page for 'Current Advisories' or visit us on Face Book at: https://www.facebook.com/BluegrassWaterUOC/.

Please notify your neighbors and anyone who was affected that the advisory is lifted.

To receive future boil advisory notifications, please send your email address along with your service address to: support@bluegrasswateruoc.com

Bluegrass Utility Operating Company